

RDX SERVICE OFFERING BENEFITS

by Chris Foot

Over 20 Years of Experience Focused on Remote Database Administration

RDX is the recognized pioneer of remote database management services. Since our inception in 1994, our remote DBA services have helped numerous companies improve the quality of their database environments while reducing the costs associated with on-site database management. Our expertise and years of experience continue to influence and define the remote DBA services industry. We feel that it is important to maintain a sharp focus on our core set of services. Our entire support structure is architected to provide world class database support. Our corporate strategy is to be recognized nationally as the premier provider of remote support service. Over the last 20 years, RDX has continuously improved its service delivery support architecture, processes, procedures and organizational infrastructure to the point to where it has become a world-class service delivery engine.

RDX's Service Delivery Engine

RDX's entire infrastructure is architected to accomplish a single goal: provide world-class support to our customer base. Immediate contact with support personnel and 15 minute response times to begin active problem resolution are standard inclusions in all customers' contracts. Advanced telephony, smart phones, and state-of-the art personal computer software and server implementations ensure that our support experts are always there when needed. RDX's support professionals utilize industry leading administrative tools, repeatable process libraries, documentation portals, and time-entry and ticketing systems. Dedicated quality control/quality improvement specialists constantly review our support infrastructure to ensure that our customers are benefiting from the 'best in class' support practices and products available.

100% Onshore Support

RDX provides 100% US-based database support. We do not offshore or outsource any of our support services to third party vendors. All of our database professionals work directly out of our Pittsburgh Operations Center. By centralizing our operations, our customers gain peace of mind knowing that their critical data

systems are continuously supported by an entire team of DBA experts. A centralized location allows us to create a "war room" strategy for brainstorming activities and problem solving. All technicians needed to create a solution or solve a problem are quickly brought to bear when the need arises. Work can take place immediately.

Wide Range of Supported Products

Most companies' computing environments consist of multiple database platforms, several different operating systems and an abundance of third-party applications. RDX has teams of specialists that work together to provide a strong core of knowledge in all major database, operating system and third-party application products. We provide support for Oracle, SQL Server, MySQL, DB2 and RDB running on a variety of operating systems. We also provide expert operating system support for all variants of UNIX, LINUX and Windows. RDX's wide range of support expertise ensures that our services are flexible and scalable to meet every customer's business needs.

Focus On Security

RDX's network infrastructure has been architected to safeguard against external intrusions. Hardware and software components including advanced firewall implementations and industry leading software security packages are used in conjunction to create a secure network environment. RDX understands that our customers have "turned over the keys" to their sensitive data stores to our organization. Our highest priority is to safeguard sensitive customer information. For more information, please refer to the supporting material in the white paper titled "RDX Security Architecture.pdf" and "RDX Physical Security.pdf". Please contact an RDX representative at sales@rdx.com or 1-855-RDX-DBAS to obtain copies of these papers.

Experienced Technical Staff

Our DBA Experts average 15+ years of experience and have a proven track record of solving the most challenging database issues. In addition, because they work in many different environments, they learn what works and what doesn't and are able to

take advantage of many different support best practices. This high level of experience helps ensure that each data environment is optimized and remains highly available. We do not rely upon third-party staffing agencies to meet our staffing needs. Our staffing process is standardized and documented. Our full-time placement specialists hire the industry's most talented and seasoned technicians to guarantee that we deliver the highest quality service possible. All candidates undergo extensive interviews which include hands-on and timed administration tests.

RDX's Shared Knowledge Approach

As database technologies get more complex, it is increasingly difficult for companies to find qualified DBA resources that have a wide range of expertise in database technologies. RDX's clients are not buying the services of a single database administrator; instead, they are buying the collective knowledge of an entire staff of expert professionals.

This unique solution allows clients to leverage the knowledge of dozens of experienced technicians at a cost that is less than traditional in-house consultants or full-time employees. Our technicians come from varied backgrounds and have many different skill sets. RDX allocates the support person with the highest-level skill sets in that particular task to provide the service requested by the customer. For more information, please refer to the supporting material in the white paper titled "[Collective Knowledge Whitepaper.pdf](#)" at www.rdx.com.

Subject Matter Experts

The database environment has become so complex that it prevents database administrators from becoming experts in all facets of the database's technology. RDX's large technical staff allows us to increase efficiency by creating specialists in key database disciplines. In addition to expertise in providing day-to-day support, each of our staff members is required to become an expert in one or more database disciplines including backup and recovery, highly available architectures, SQL tuning and database performance, database monitoring, UNIX/Windows scripting, operating system interaction and database security. This methodology ensures that our customers get the most experienced person available to perform complex tasks. For more information on Subject Matter Experts, please refer to the supporting material in the white paper titled "[Collective Knowledge Whitepaper.pdf](#)" at www.rdx.com.

RDX's Focus on High-Quality Customer Communications

RDX understands the important role that communications plays in a remote services relationship. From initial customer integration to a mature partnership, RDX's communication strategies ensure a constant flow of high-quality communication occurs throughout the entire relationship life-cycle.

RDX dedicates a team of professionals that focus solely on the customer integration process. This team is responsible for ensuring that all customer transitions into the support infrastructure proceed as efficiently and quickly as possible. Integration specialists communicate with customers daily during the onboarding

process and follow up regularly after integration is complete. During integration, the customer is assigned a primary and secondary DBA. Primary and secondary DBAs are responsible for learning everything that RDX needs to know to provide high-quality support to a customer. They are the "owners" of that account and become responsible for the customer's happiness. Primary and secondary DBAs know customer contacts on a first-name basis; know their backgrounds and what they require from a service provider. They are also responsible for learning the customer's toolsets, overall support and change-management strategies, best practices and day-to-day support requirements. All of this information is documented by the primary and secondary DBAs in customer-specific Wiki support documents. The primary and secondary DBAs are also responsible for educating their fellow technicians about their customer's environments. They work with the customer to schedule weekly customer meetings and agree upon the frequency of detailed time entry reports that are provided to all customers.

RDX Database Operations Center (DOC)

RDX DOC dedicates an entire team responsible for creating, implementing and enhancing a strategic blueprint for the proactive monitoring and troubleshooting required to prevent database problems *before* they occur. Since the proactive support blueprint is already in place, companies employing RDX DOC to support their databases do not have to spend the additional monies required to create a proactive support environment.

The RDX DOC team is much more than a group of help desk technicians with a limited knowledge of database administration. RDX's DOC team consists of dedicated professionals who are trained in database administration, monitoring, problem prevention and quick problem resolution. Our proactive support team members meet regularly, both internally and with clients, in a constant effort to improve performance and anticipate database issues before they occur. The RDX DOC team is responsible for tailoring a monitoring and problem resolution strategy that meets each customer's unique needs. This includes detailed customer notification, escalation, and problem resolution activities that are unique to a server, database, individual application or business unit.

The Proactive Mindset continues with our "Zero Page Paradigm". All database support teams start each morning with a review of all notifications (pages and warnings) that have occurred during the last 24 hours. Representatives from the monitoring team attend all morning meetings to provide expert advice when necessary. The meeting's goals are simple - notification analysis and reduction.

Robust Monitoring Infrastructure

RDX understands that the database is not the only component that can prevent a critical application from being available to the end users. To ensure continuous availability for all application components, we have chosen Quest Software as the foundation of our monitoring architecture. Unlike our competitors, we quickly identified that our monitoring product should not be written "in-house" but provided by one of the leading vendors of monitoring software.

Quest's wide offering of monitoring agents allows our technicians to monitor every component of the application architecture including middle tier servers and network devices. From monitoring the temperature of a computer room to a database buffer cache hit ratio, our monitoring experts are able to quickly deploy a customized monitoring solution that meets each customer's unique monitoring requirements. To complement Quest's monitoring checks, RDX has written dozens of database, application and operating system checks that analyze key database performance indicators and common issues that are specific to each database platform. Custom monitoring checks can also be created for issues that are unique to the customer's environment.

Quest's flexibility also allows RDX to install the monitoring software components on each target server that is to be monitored or configure a single monitoring appliance that monitors all targets in the customer's environment. All monitoring information is stored as historical data in a statistical repository, which allows trending and capacity planning analysis to be performed. Historically tracking the system's various performance indicators enables RDX's technicians to trend database performance and track reoccurring usage spikes. This allows RDX to forecast when performance will be good and provide a possible reason when performance degrades. For more information, please refer to the supporting material in the white paper titled "[Quest Highly Available Monitoring Architecture.pdf](#)" at www.rdx.com.

SSAE16 Type II Accreditation

RDX partnered with an accredited, third-party SSAE 16 auditing firm to create a set of audit control objectives that best reflect the key service quality indicators that measure our operating effectiveness. The audit control objectives included all activities related to physical and logical security controls, data privacy, organization and administration, vendor management, work request and ticket management, incident management and monitoring installation and configuration. The latest auditor's report was issued in January of 2014 and contained zero audit exceptions.

Please contact an RDX representative at sales@rdx.com or 1-855-RDX-DBAS for more information.